

Claims

1. A method of obtaining audio information through the Internet by agents of an automatic call distributor situated at a plurality of a remotely located terminals, such method comprising the steps of:

transmitting a sign-on request from a first terminal of the plurality of remotely located terminals to a server of the automatic call distributor through the Internet notifying the server that an associated agent of the first terminal is ready for receiving calls;

retrieving a universal resource locator of a web file server containing the audio information needed by the associated agent of the first terminal, said web file server being located on a second terminal of the plurality of remotely located terminals; and

downloading the audio information through the Internet from the web file server specified by the universal resource locator to the first terminal.

2. The method of downloading audio information as in claim 1 further comprising defining the downloaded audio information as administrative announcements relating to operation of the automatic call distributor.

3. The method of downloading audio information as in claim 1 wherein the step of downloading further comprises downloading under a streaming format.

4. The method of downloading audio information as in claim 1 wherein the step of downloading the audio information further comprises downloading an MP3 file to the terminal of the agent.

5. The method of downloading audio information as in claim 1 further comprising downloading the universal resource locator from the server of the automatic call distributor.

6. The method of downloading audio information as in claim 1 wherein the step of retrieving the universal resource locator of the web file server further comprises accessing a web address server.

7. The method of downloading audio information as in claim 6 wherein the step of accessing the web address server further comprises transferring an identifier of the first terminal and file identifier to the web address server.

8. The method of downloading audio information as in claim 7 further comprising downloading personal announcements of the associated agent of the first terminal.

9. The method of downloading audio information as in claim 6 further comprising downloading software defining the web address server to a third terminal of the plurality of remotely located terminals at a beginning of a work shift.

10. The method of downloading audio information as in claim 9 further comprising moving the web address server to a fourth terminal of the plurality of remotely located terminals at an end of the work shift.

11. The method of downloading audio information as in claim 1 further comprising retrieving a universal resource locator address of the web address server from an acknowledgment message received from the automatic call distributor.

12. The method of downloading audio information as in claim 1 further comprising downloading software defining the web file server software to the second terminal at a beginning of a work shift.

13. The method of downloading audio information as in claim 12 further comprising moving the web file server to a fifth terminal of the plurality of remotely located terminals at an end of the work shift.

14. An apparatus for providing audio information through the Internet by agents of an automatic call distributor situated at a plurality of remotely located terminals, such apparatus comprising:

means for transmitting a sign-on request from a first terminal of the plurality of remotely located terminals to a server of the automatic call distributor through the Internet notifying the server that an associated agent of the first terminal is ready for receiving calls;

means for retrieving a universal resource locator of a web file server containing the audio information needed by the associated agent of the first terminal, said web file server being located on a second terminal of the plurality of remotely located terminals; and

means for downloading the audio information through the Internet from the web file server specified by the universal resource locator to the first terminal.

15. The apparatus for downloading audio information as in claim 14 wherein the audio information further comprises administrative announcements relating to operation of the automatic call distributor.

16. The apparatus for downloading audio information as in claim 14 wherein the means for downloading further comprises downloading under a streaming format.

17. The apparatus for downloading audio information as in claim 14 wherein the means for downloading the audio information further comprises means for downloading an MP3 file to the terminal of the agent.

18. The apparatus for downloading audio information as in claim 14 further comprising means for downloading the universal resource locator from the server of the automatic call distributor.

19. The apparatus for downloading audio information as in claim 14 wherein the means for retrieving the universal resource locator of the web file server further comprises means for accessing a web address server.
20. The apparatus for downloading audio information as in claim 19 wherein the means for accessing the web address server further comprises means for transferring an identifier of the first terminal and file identifier to the web address server.
21. The apparatus for downloading audio information as in claim 20 further comprising means for downloading personal announcements of the associated agent of the first terminal.
22. The apparatus for downloading audio information as in claim 19 further comprising means for downloading software defining the web address server to a third terminal of the plurality of remotely located terminals at a beginning of a work shift.
23. The apparatus for downloading audio information as in claim 22 further comprising means for moving the web address server to a fourth terminal of the plurality of remotely located terminals at an end of the work shift.
24. The apparatus for downloading audio information as in claim 14 further comprising means for retrieving a universal resource locator address of the web address server from an acknowledgment message received from the automatic call distributor.

25. The apparatus for downloading audio information as in claim 14 further comprising means for downloading software defining the web file server software to the second terminal at a beginning of a work shift.

26. The apparatus for downloading audio information as in claim 25 further comprising means for moving the web file server to a fifth terminal of the plurality of remotely located terminals at an end of the work shift.

27. An apparatus for providing audio information through the Internet by agents of an automatic call distributor situated at a plurality of a remotely located terminals, such apparatus comprising:

a communication processor adapted to transmit a sign-on request from a first terminal of the plurality of remotely located terminals to a server of the automatic call distributor through the Internet notifying the server that an associated agent of the first terminal is ready for receiving calls;

an address server adapted to retrieve a universal resource locator of a web file server containing the audio information needed by the associated agent of the first terminal, said web file server being located on a second terminal of the plurality of remotely located terminals; and

a web server adapted to download the audio information through the Internet from the web file server specified by the universal resource locator to the first terminal.

28. The apparatus for downloading audio information as in claim 27 wherein the audio information further comprises administrative announcements relating to operation of the automatic call distributor.
29. The apparatus for downloading audio information as in claim 27 wherein the audio information further comprises an MP3 file.
30. The apparatus for downloading audio information as in claim 27 wherein the address server further comprises a virtual address server.